

THE *DISSEMINATOR*

Nova Scotia Provincial Library
ISSN: 1209-2473

V. 10, N. 4, April 2003

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NEWS FROM THE REGIONS

Annapolis Valley Regional Library (AVRL)

March Break was a busy week for AVRL's Mobile Branch East staff! Since schools were closed, that week was chosen as the best time to both move the offices from their Coldbrook location to the Kings County Academy School and ready the new bookmobile with its collection. The interior of the bus is very attractive and inviting, as is the exterior, with the side and rear panels featuring AVRL's website graphics. Both mobile branches have had flat-screen monitors installed, freeing up valuable work space for staff.



AVRL's new bookmobile.

On April 23, AVRL launched the *On-Line Book Clubs* (<http://www.valleylibrary.ca>.) Chapter a Day (<http://www.chapteraday.com>) is a U.S. based service to which AVRL subscribes. By accessing AVRL's website and signing up, patrons can take part in any of 11 different book clubs. Here's how it works: if a patron chooses the Mystery Book Club they will receive an e-mail message each day, Monday to Friday, with a short portion of the book included. By the end of the week the patron has had the opportunity to read several chapters. The next Monday it moves to a different book. This new venture is made possible through Smart Libraries funding.

For the 2003-04 year, AVRL's Board has approved \$1,450 for two additional hours of double staffing in the Middleton Branch. Middleton is enjoying yet another 20 percent increase in circulation over last year, partly as a result of the

summer's expansion project. With the construction of Lawrencetown's new facility in 2002, circulation is up by 10 percent. Total regional circulation has increased by 7 percent. AVRL also received approval for \$3,765 for programming. This matches the funds provided in the previous year when more than 600 programs were offered in the branch libraries.

The Friends of the Windsor Regional Library launched an official fund-raising campaign for a new library on March 11. Residents Hugh & Mary Roddis, who previously donated \$50,000, have offered to match further donations of up to \$300,000. The land has been provided by the town of Windsor and an architect employed to develop the plans. *The Friends'* goal is to construct an environmentally-sensitive 4000 sq. ft. building that meets current library standards.

Recently, Library staff were invited to be *celebrity readers* at two Annapolis Valley schools and a local weekly paper is now publishing book reviews written by AVRL staff.

Mobile Branch West staff member Sarah Clark has been asked to be a presenter at the International Bookmobile Conference in Columbus, Ohio. Expenses will be paid by the hosts. AVRL's Charlotte Janes and WCRL's Virginia Stoddard will be guest presenters at both the upcoming Smart City Conference in Ottawa and APLA in St. John's.

Plans are under way for AVRL's annual regional in-service on May 28.

Cape Breton Regional Library (CBRL) IT EXPO

To celebrate Information Technology (IT) this year, CBRL will be taking part in the second annual IT Expo on May 30 and 31 at Centre 200 in Sydney. The theme of this year's Expo will revolve around the many different applications of information technology on Cape Breton Island. Local youth, business, government, education, arts and culture, and nonprofit organizations will showcase their innovative uses of technology, demonstrating that the local IT sector has a bright future, and is continuing to grow on Cape Breton Island. The Library will have a booth, which will highlight how CBRL uses technology in its day-to-day operations. Users as well as nonusers of IT will have the opportunity to experience the Island's second largest technological exposition. The C@P Society of Cape Breton County is organizing this event along with its partners, Enterprise Cape Breton Corporation, Human Resources Development Canada and the Cape Breton Victoria Regional School Board.

Grant Renewed for Gates Centre Program

Human Resources Development Canada's Cape Breton Response Strategy office recently renewed funding for CBRL's three Gates Computer Centre employees until March 2004. This grant allows the staff to continue helping members of the public to develop the GED preparation skills and basic computer skills. CBRL patron Eugene Vigneau commented: "The Gates Program that I recently attended at the Cape Breton Regional Library helped me to go from grade eight to the completion of my GED. The program was excellently instructed and allowed me to work at my own pace. It also gave me self-confidence to continue my education and possibly enroll in courses at UCCB and hopefully find employment." Each person using the Gates Computer Centre has their own reason for learning new skills. Frances and Wilfred MacNeil had never used a computer before they took the Beginner Computer workshop from instructor Will Naylor. "We were very pleased with the computer course we took at the library. Will did not assume we knew anything about computers and taught us the basics. Over the two half-day courses, he took the time to make sure we learned what we needed to use a computer we had at home," remarked Mr. MacNeil.

Cumberland Regional Library (CURL)

CURL finally has a much anticipated puppet theatre, which was a true team effort. The puppet theatre was built by the Library's IT Trainer, with curtains made by the Secretary/Bookkeeper. The Outreach Services Clerk and staff from the Amherst branch have been busy creating puppets and have produced two puppet shows, which were very well attended. Since the weather has finally improved, plans are underway to have puppet shows in all CURL branches.

CURL's puppet theatre.



CURL will participate again this year in the Youth Mentorship program, which is coordinated by the Springhill Community College. Devin Kierstead will perform his work experience with the Library from April until October.

The Library is partnering with the Cumberland Regional Economic Development Association (CREDA) for their Career Outreach Project. The project is funded by HRDC and the plan is to provide career outreach services at C@P sites throughout the County, similar to what is provided at the Career Outreach Centre in Amherst. Interns will be placed at C@P sites to assist people with their resumes, interview skills, job search techniques and basic computer skills. Since many C@P sites in Cumberland County are in libraries, CURL was able to participate in the hiring and orientation of these interns. The program will also ease the training burden on the Library's IT Trainer who cannot keep up with the demands for computer training throughout the region.



Children's author Thelma Morris-Fogarty, recently visited the Oxford and River Hebert Libraries for author readings with grade one students from local schools.

A used book sale was held in Amherst at the end of March raising nearly \$300. A Quillow, a quilt with a pocket, raffle was held in Oxford, Pugwash and Amherst, and the Tantramar Chapter of the IODE has made a donation for children's books.

Eastern Counties Regional Library (ECRL)

Guysborough and Canso Branches were the welcome recipients of newly designed circulation desks. Crafted by Guysborough carpenter Greg Everest, the desks allow for more space, more privacy and more efficiency! The desks were funded by each municipality and the renovations have been enjoyed by staff and patrons alike.

Canso's newly designed circulation desk.



Guysborough's new circulation desk.

The children of Port Hawkesbury and area had lots of fun at the library during March Break activities. Nineteen children enjoyed stories and crafts based on a St. Patrick's Day theme. Face painting was a big hit, with the children sporting everything from shamrocks to a pot of gold and butterflies. They also enjoyed a snack of St. Patrick's Day cake and juice.

Port Hawkesbury children enjoy the festivities!



Any questions? Just call the library! Library staff in Guysborough were a little surprised with a recent request. One day, ECRL's Annemarie Bieber received a call from one of their oldest patrons, an 86-year old man who often calls the library to request a book he has heard about. He found a note in his pocket upon which he had written the name and the author of a book and asked Annemarie for information on the book. Unable to find the title in the catalogue, Annemarie decided to look up the author's name. To her surprise, the names were not that of a title and the author, but of the name of a Californian wine and the name of the vineyard where it was produced!

ECRL recently received 2002-03 Industry Canada sustainability funding to replace a total of eight older computers with new Pentium 4 workstations at its Canso, Guysborough, Mulgrave and Petit de Grat Branch sites. The grants were also used to provide standup workstation furniture, an updated ethernet hub, etc.



ECRL's new Web computer workstation equipped with 19" monitor and Adobe PhotoShop software, which will be used to improve in-house graphics and web design capabilities. This is part of ECRL's website renovation project.

Halifax Regional Library (HRL)

Monday Openings at Keshen Goodman Library!

As of Monday, May 26, 2003 HRL's Keshen Goodman Public Library will be open on Mondays from 10 a.m. to 9 p.m. The Keshen Goodman opening is a first step in what is hoped will be a phased in approach to expanded openings across the region in years to come.

Rapid Read Collection Expands to All Branches

Due to the success of the recent Rapid Reads pilot project - whereby patrons were given greater access to a selection of very popular, high demand books - all HRL branches will now provide a Rapid Reads collection. This supplementary best seller collection, which consists of very popular, high demand books, will not replace regular best sellers - for which holds may still be placed. Once a Rapid Read best seller is checked out though, any hold on a regular copy is automatically cancelled. To ensure quick turn-around, special borrowing rules will apply.

Pictou-Antigonish Regional Library (PARL)

In March PARL welcomed Stacey MacKay as she joined the staff for a year long job placement as Assistant Children's Programmer. Since arriving at PARL, Stacey has set up new programs for patrons with an emphasis on young adults. In addition to assuming responsibilities for PARL's regular children's events, Stacey began a new Saturday morning story time, a *Yu - Gi - Oh* card session, and is working on programming for infants and mothers.

PARL's April 2003, second place winner of the *Athletes for Literacy Program* monthly draw, Riley Bennett, proudly displays his autographed hockey player card with friend Riley Brown. Both young sports fans are residents of Trenton, NS and are eight years old.



May 2 to 11 is Canada's Information Technology (IT) Week, which is a national celebration of Canadian accomplishment in the field of technology. In Nova Scotia IT Week is jointly sponsored by Industry Canada and the Province of Nova Scotia. By promoting the relationship between technology and sound economic development, it is hoped that a week of events will

increase the support of technological growth. In recognition of this national program, PARL and North C@P Regional Coordinator Bob Curley invited the public to visit one of North C@P's 41 locations. Comprised of Pictou, Antigonish, Cumberland and Colchester Counties, the North C@P region supports each of its respective communities in many diverse and productive ways. By providing access to technology and free training, the C@P program helps to achieve a bedrock of technological education among the provincial workforce, which in turn supports ongoing economic development. As in past years, prizes and gifts will be available for those visiting C@P locations. It was announced that the grand prize for the North C@P region is a Dell Pentium Three home computer.

On the morning of Monday, March 24, PARL held a ceremony to launch a new innovative website on its homepage. The site has been named the *Business Room: Your Local Gateway to Business and Information Services*, and provides access to information for citizens interested in launching a business venture. With a host of partners, which includes PARL, NSPL, LibraryNet, Service Nova Scotia, Human Resources Development Canada, Office of Economic Development, Industry Canada, GOL, BusinessGateway.ca and Northern Community Access Working Group, this project has as its central goal the delivery of online business information and services in a community setting. A large number of community leaders and representatives of organizations who support the program attended the ceremony to offer words of encouragement and support.



New Glasgow Library Branch Manager, Carol MacMillan gives Premier John Hamm a new library card during PARL's Business Room website launch.

South Shore Regional Library (SSRL)

Library Book Sale A Success

SSRL library staff and volunteers were thrilled at the success of the GIGANTIC Book Sale, which took place on April 12 and 13. This year more than \$5,800 was raised; the largest amount in the sale's 23 year history. More than 40 tables of books included multiple copies of best sellers no longer in demand, worn out or damaged books and donated books which are not needed in the Library's collection. Despite the rainy weather, dozens of people were waiting when the doors opened at 10:00 a.m. SSRL's Public Relations Coordinator Teresa Workman reported the sale went very well. Workman commented: "Our faithful buyers were there in spite of the rain . . . It's nice to see familiar faces year after year. We heard many positive comments throughout the weekend, comments like: 'I wait all year for this sale, I'm not going to let the rain keep me away!' and 'The Book Sale is the best event of the year.' Many people give us donations on top of what they buy. There are always a few people who are delighted to find something specific they've been looking for. Last year one gentleman bought a set of encyclopaedia but two volumes were missing. We searched everywhere, but could not find them. This year he found them and was absolutely thrilled!"

Loyal shoppers waited for SSRL's recent Book Sale to begin.



For the past 23 years SSRL staff and volunteers have organized the Book Sale and raised over \$41,000 for new books. The next Book Sale is scheduled for September 20 & 21 at the Michelin Social Club in Bridgewater.



Cody Whynot, 7 and his sister Tiffany, 13, of Newcombville, took a break to look at their purchases during SSRL's recent Book Sale.

Western Counties Regional Library (WCRL)

Health Fair

WCRL was among 30 organizations participating in a Community Resources Fair sponsored by the School of Health and Human Services at the Nova Scotia Community College-Burridge Campus in Yarmouth, March 31. The half day Fair was designed to provide future care providers with knowledge about how to access resources in their community. Students in programs at the School of Health and Human Services Department at the Community College had access to the organizations which provide support services in the health and human services field. WCRL's Joanne Head, Coordinator of Library Services, demonstrated WCRL's online resources. Students explored the Library's website and its powerful search engines, as well as register as members online.

It is expected the Fair will become an annual event in which WCRL will partner.

Coordinator of Library Services Joanne Head demonstrates some of the special needs items available through WCRL's partnership with the Canadian National Institute for the Blind.



Liars Club

A large crowd came to test their ability to sort fact from fable as WCRL's Yarmouth Branch hosted its eighth annual *Liars Club* in celebration of April Fools Day. Four guests challenged the audience to determine which of the three stories they told belonged on the fiction list. Then it was the audience's turn. The annual event attracted approximately 65 people, including a supervised school group.

Patron Peter Miller embellishes his story as WCRL's Yvette Frost looks on.



***Lindows.com* CEO headlines IT Week Expo in Yarmouth**

The founder of a company producing one of the fastest growing computer operating systems in the market today was the keynote speaker at the first South West IT Expo on Friday, May 9 at the Burrigge Campus, Nova Scotia Community College in Yarmouth. Michael Robertson is the founder and chief executive officer of *Lindows.com, Inc.* His company has created affordable computers operated by a modern, easy-to-use operating system. *LindowsOS* users can combine the security of operating within a Windows-like environment with the adventure of accessing a new world of affordable software programs operating with Linux-based applications.

Canada IT Week is celebrated May 2 - 11, with a series of activities which culminated in the Yarmouth area on May 9 with the South West IT Expo.

Nova Scotia Health Network Provides Rural Model

When delegates to the Canadian Health Network (CHN) project managers meeting gathered in Charlottetown in March, a focus of their attention was on how to meet the health needs of citizens in rural settings. The Nova Scotia Health Network (NSHN) has become a model for the delivery of online health information and so, it isn't surprising that Jackie MacDonald, Librarian for the Western Nova Scotia District Health Authority, and WCRL's Director, Trudy Amirault, were asked to participate in several presentations on rural initiatives. Amirault and MacDonald were the driving force behind the Western Health Information Partnership (WHIP), which created the foundation for what has become Nova Scotia's comprehensive, online health network.

Peter Lux, of the Eastern Regional Operating Centre for the CHN, said that as hosts of the national conference, the eastern region wanted to showcase the "expertise exemplified in some of our many regional health information and promotion initiatives." He commented that in the creation of grassroots projects aimed at promoting and providing health information,

the work of Amirault and MacDonald stands out in any review of the region as a whole. Lux noted: "from the early days of the WHIP project to the genesis of the NSHN, Trudy and Jackie have both been at the forefront of innovative and creative ways to foster the growth of initiatives, while striving for a quality that is an example for similar initiatives. The creative and opportunistic use of networking, and seeking multiple funding streams has resulted in a health information service that Nova Scotians can be proud of. Indeed, the unique qualities of these projects and the two individuals so key in their development made them a natural and popular fit for two of our panel presentations at the national conference in Charlottetown."

In her presentation, Amirault focused on the need to build strong partnerships at the grass roots and invited participants to use the NSHN's approach. Amirault told delegates, "don't try to start from scratch. Our model is recommended by the National Library of Medicine and piloted in Western Nova Scotia."

NSHN is available at www.nshealthnetwork.ca. It is a partnership which includes public libraries, health authorities, educational institutions, government and health organizations. It provides a health and wellness directory, health related articles from medical and health magazines, locally written health information and drug information with links to the CHN. Users can direct questions which aren't answered through online searches to Ask A Librarian and should receive a response from a professional librarian within 48 hours. The success of the Western Health Information Partnership has attracted national attention.

Library Lotto Update

WCRL is in the midst of its second biennial Library Lotto 50/50 draw. During the first two weeks of *Lotta prizes, lotta fun, lotta money to be won*, the slogan for this year's campaign, \$1000 was raised. The lottery runs from April 1- July 1.

NOVA SCOTIA PROVINCIAL LIBRARY NEWS

EFFECTIVE FACILITATION WORKSHOP

Nova Scotia Provincial Library and CASLIS jointly sponsored a one-day workshop entitled *Effective Facilitation* on April 14. The workshop was facilitated by Susanna Burns and Pam Williams from Dalhousie University's Henson College. It was a great day with plenty of diverse activities and lots of learning. Exercises like *Active Listening* and *Conflict Response Styles* taught the participants about their personal styles and how to extend this into working effectively with others. The day ended with a kaleidoscope of strategies for advancing group work including *Affinity Diagrams*, *Brainstorming*, *Force Fields* and *Nominal Group Technique*. Certainly a valuable experience for all participants!



Left to right: Pam Williams and Susanna Burns, co-facilitators of the Effective Facilitation workshop.

OLA AUDIO CONFERENCE: LIBRARIES, REMOTE USERS AND THE WEB

On Wednesday, April 23 NSPL hosted the OLA audio conference: *Libraries, remote users and the Web*. The session featured Donnelly Curtis, Director of Research Services at the University of Nevada Library. Prior to this position, Ms Curtis was Head of Collection Services with New Mexico State University Library.

Topics covered included learning how to develop and manage innovative, effective and popular services through the internet; and how to better serve the fastest growing segment of library users - the internet users - whether they are in the next building or many miles away. The 40 minute lecture was followed by a Q & A with the participants.

NcompasS MIGRATION

Its official! NcompasS libraries will be migrating to Sirsi's Unicorn library management software. In April the Nova Scotia Provincial Library (NSPL), as the lead agency and founding member of NcompasS, signed the contract with Sirsi. NcompasS is a consortium of 11 Nova Scotia libraries, which includes the eight regional public libraries outside Halifax, NSPL, the Department of Education's Media Services Library and the Department of Natural Resources Library. NcompasS members currently share a DRA/MultiLIS integrated library system hosted and managed by NSPL.

PUBMED TRAINING SESSION



Karen Neves and Patrick Ellis of the Kellogg Health Sciences Library, Dalhousie University, gave a PubMed training session at NSPL on April 4.

PubMed is a service of the National Library of Medicine, which provides access to over 12 million MEDLINE citations back to the 1960's and additional life science journals. It also includes links to many sites providing full text articles and other related resources. The session was attended by library staff from the Regional Public Libraries, the Nova Scotia Community College library system and the Capital Health District libraries. Those who attended showed a lot of interest in the PubMed searching techniques which were demonstrated and the excellent tips provided by Patrick and Karen on sources of medical information.

HOT TIPS AND UPDATES



NSLA CONFERENCE UPDATE

Popular Nova Scotia author and communicator Silver Donald Cameron has recently agreed to be the Keynote Speaker for the October 2003 NSLA Conference. The Program Committee has been working hard to put together a complementary program of workshops around the *Nova Scotia Libraries - Strait Ahead!* theme. Conference attendees will be able to choose from programs covering a wide range of topics of interest to trustees, librarians and library staff, with special

attention to programs for front line library personnel.

The conference is expected to be preceded by one or two pre-conference events to be held at announced locations in the Mulgrave/Port Hawkesbury area. Some of the diverse topics that are being considered for pre-conference and weekend workshops include: genealogy and libraries, staff wellness, outreach strategies, effective communicating, children's and adult programming ideas, preschool reading programs, practical branch management, libraries and social activism, online government information, trustee training, legal issues in libraries, fundraising and Friends of the Library programs. A number of author readings will also be featured during the conference.

In addition to program highlights, the conference will offer plenty of opportunity for conference delegates to *meet and greet* other attendees. ECRL will be hosting a Wine and Cheese reception Friday evening at the Resort. The event is one that has become a favourite way of touching base with friends from far and near!

Saturday evening festivities are also shaping up with something for everyone. The banquet and entertainment will be a must for those who enjoy food, fun and frolic! The entertainment featuring Cape Breton talent is guaranteed to get the toes tapping and hands clapping!

Nestled in a rural setting, Dundee Resort and Golf Club has all the amenities you would expect at a first-class resort. Perhaps you'll decide to test your skill on the challenging 18 hole championship golf course, take a leisurely hike along the hiking trails or have a dip in the indoor pool. Accommodation rates have been set at \$89 for a single/double and \$115 for a deluxe unit, with rooms available in the lodge as well as in the housekeeping cottages. To make your reservation, call 1-800-565-5660 and ask for the NSLA/LBANS conference rate.

Full conference program and registration information will be available in late June, but plan now to be with us from October 24 to 26 for the joint NSLA/LBANS 2003 Conference as NOVA SCOTIA LIBRARIES move STRAIT AHEAD!

READ TO ME!



On Family Literacy Day, January 27, 2003, the *Read to Me! Nova Scotia Family Literacy Program* hosted an event at the IWK Health Centre with more than 300 guests, including NS Minister of Health Jane Purves and children's author Sheree Fitch, in attendance to celebrate the expansion of *Read to Me!* to the Emergency Room at the IWK Health Centre. A troupe of more than 25 trained volunteers sporting bright uniforms read to children in the Emergency Waiting Room between 2 p.m. and 10 p.m. each day. Karen Dahl and Cynthia Gatto of HRL helped the program select in excess of 100 age appropriate read-aloud titles for children six and under. This program is a Canadian first, and with the help of the CBC partners, it is hoped to expand the initiative to Pediatric Emergency Departments across Canada. Since the program began in November, volunteers have read to over 1,000 children, providing comfort and distraction for children awaiting treatment.

There was more to celebrate. On May 2, 2003, Human Resources Development Canada Minister, the Honourable Jane Stewart, announced a \$1 million federal contribution to the *Read to Me!* Foundation. This \$1 million commitment is being matched by the Halifax Youth Foundation. The Province of Nova Scotia has contributed \$500,000. The purpose of the Foundation is to provide income to fund the *Read to Me!* program in perpetuity.

Left to right: Dr. Douglas Sinclair, Chief, Pediatric Emergency Medicine; Mr. Hugh Smith, Halifax Youth Foundation; Ms. Barbara Hawley, Director, Maternal and Newborn Health Program; Mr. Ron Crocker, Regional Director, CBC Television Atlantic; Constable John Kennedy, RCMP and Adopt A Library Literacy Program; the Honourable Jane Purves, Minister of Health; Ms. Sheree Fitch, Honourary Spokesperson, *Read to Me!* and Dr. Richard Goldbloom, Honourary Chair, *Read to Me!* at the official opening of the Reading Corner at the IWK Emergency Department.



Since the program was launched in January 2002, more than 6,000 new families have received the *Read to Me!* gift bag. The program began at the IWK Health Centre, Yarmouth and Sydney hospitals, and is now expanding province wide to all hospitals. By the end of 2003, *Read to Me!* is expected to reach all 10,000 babies born in Nova Scotia each year. The response from families has been tremendous.

Representatives of *Read to Me!* meet with families within 24 hours after the birth of their baby and present them with the gift of books, information on the importance of reading and an invitation to receive their babies first library card. Families are very receptive to information about library resources and are delighted to hear of new programs for babies. Thanks to External Grants from the IWK Foundation, libraries in Halifax, Sydney and Yarmouth have set up programming for babies. These programs have been very popular and are a wonderful way of capturing a whole new generation of library users – right from the cradle.



Sheree Fitch reads to children in the new Reading Nook of the IWK Emergency Department waiting room.

CBC Television has produced a wonderful 15 minute video that will inspire parents to introduce books and reading to their babies. CBC broadcaster Shelagh Rogers has narrated the video, which features *Read to Me!* spokesperson Sheree Fitch and program champion Dr. Richard Goldbloom. As well as explaining the importance of rhymes and reading in brain and language development, the video talks about community resources and library programs available for new families. Halifax North Memorial Public Library hosted the premiere of the video for all the parents and babies who participated in the filming. CBC has also produced a CD collection of nursery rhymes and lullabies read by local CBC radio personalities. The video and CD will go into every bag given to new families.

As *Read to Me!* expands, the program will work hand-in-hand with libraries across Nova Scotia to nurture new generations of life-long readers.

COASTAL COMMUNITY NETWORK (CCN) 2003 ANNUAL MEETING

Tatamagouche Centre was the site of the 2003 CCN annual meeting with a record number of participants in attendance.

Friday evening was a youth centered event, as the delegates listened with interest to three youth representatives who had made valuable contributions to their families and communities. One young man, who was taking over a family farm with an investment of over a million dollars, impressed the audience with his acumen and humour. When asked what would encourage youth to return to live in their communities after their education and training, one of the young women responded with the idea of giving the youth happy memories of their communities.

Saturday saw each delegate attending at least two workshops during the morning and early afternoon. Population shifts, forestry, getting food to the table and climate change sessions were well attended with extensive questions from the participants. In the population shifts workshop, it was noted that as the climate changes in the next 40 years, the central part of the North American continent will have a dramatic rise in temperature, which will result in a population shift to both coasts. This shift will create a greater demand for services in the coastal regions, such as libraries, and food distribution will be critical. During all the workshops, it was emphasized that accurate information on all topics was crucial to making good decisions for the future.

CREATING NEW REFERENCE ENVIRONMENTS WORKSHOP

Holly Bureaux, HRL, Resource Manager, Reference Services reported: "I attended a 2 day workshop, *Creating New Reference Environments* in Cherry Hill, New Jersey in January. It was put on by Richard Daugherty and Associates of Michigan. Approximately 30 people attended from all over the U.S.. I was the sole Canadian. Most participants came from public libraries, large and small. The objectives of the workshop were to examine the issues currently re-defining Reference Services, the elements of organizational change and planning techniques that facilitate change. Among the issues discussed were virtual reference, electronic resources, *we can't keep doing more*, making difficult cuts and user expectations. A discussion of values was most interesting, with the group listing Core (Reference) Values that *we hold dear* (e.g. free, accurate, personal service); *those we may have to drop* (e.g. print-oriented, personal service, free) (you can see why this is a sensitive topic); and *those we may have to add* (e.g. remote access, *quick and dirty*, tech savvy).

"The planning technique taught at the workshop was an interesting variation of strategic planning called Preferred Futuring, the goal of which is to help you and your staff identify the futures they *prefer* and not the one the *experts* predict. The second day was spent listing some *preferred futures* and using a scaled down strategic plan to achieve one such selected *future*. One interesting comment taken away was that in our current environment of constant and rapid change, reference services need to be "nimble and agile, like kayaks in the new environment." One of the most enjoyable workshops I have ever attended and I feel we in Nova Scotia are already moving with change more than others, after hearing of their experiences."

FAMILY LITERACY IN NOVA SCOTIA: A STRATEGIC APPROACH UPDATE

Over the past few years community-based literacy programs have shown an increased interest in providing family literacy programming. Family literacy is often seen as a comprehensive approach of addressing learning issues related to both adults and children, especially in smaller communities where the various components of our lives appear to present themselves in less segmented forms. Community based literacy groups and agencies work with students and clients who continuously refer to the various components of their lives, but are unable to make effective cross-applications of their knowledge. Those delivering programs have expressed a need for more information and direction on how to provide constructive assistance through family literacy programs and for guidelines that will help ensure effective programming. Although a number of awareness workshops have been delivered throughout Nova Scotia, they failed to produce a practical guide to assist in developing and assessing the work in this field.

The mandate of the *Family Literacy in Nova Scotia: a Strategic Approach* project is to create a Family Literacy Advisory Group, which will bring together representatives from across Nova Scotia; to develop an action plan for advancing family literacy province wide; and to determine statements of good practice in family learning programming.

CEHRL, in consultation with the Department of Education, Adult Education Division, administers the project. The project officially began on October 21, 2002 when Michelle Bowden, Project Coordinator, started the research. Contact has been made both nationally and internationally with literacy organizations and departments of education to tap into the best practices documents that have been developed. Site visits to various family literacy programs across Nova Scotia have been conducted to interview and obtain feedback from participants, practitioners and stakeholders.

The Family Literacy Advisory Group was assembled and conducted their first meeting on December 9, 2002. Subsequent meetings have been held on February 21, 2003, which resulted in action plan directions and definition/ best practices topic agreement, and May 2. The next meeting is scheduled for July 4, 2003 at the Truro Library. Currently, writing continues on the best practices document and site visits are being wrapped up.

While conducting research, site visits and meeting with the advisory group, it was brought to the attention of the project team that family literacy practitioners require additional support, coordination and training in the short and long term. With an advisory group assembled in the province to begin work, a need to continue on from the creation of a best practices document and action plan was evident. These documents will be finished in July 2003. Everyone agreed that an action plan without significant follow up would further frustrate those working in the family literacy field in the province.

With input from the advisory group, a proposal was developed to move the project into a second phase. The proposals include promoting the benefits and importance of family literacy programming in the province; creating a network of family literacy practitioners to share resources, information, research and knowledge; developing action plans specific to each region in the province to support family literacy programming and training; and delivering training for family literacy practitioners.

GLOBAL BOOKS IN PRINT

Global Books in Print is the latest addition to the collection of online databases available to staff in Nova Scotia public libraries. Licenses have been purchased by the Halifax, Western Counties, Annapolis Valley, Pictou-Antigonish, Eastern Counties, and Cape Breton Regional Libraries, as well as the Truro campus of the Nova Scotia Community College Library.

Global Books in Print includes over 6.8 million English-language titles published in Canada, the U.S., Great Britain, and Australia, along with book reviews.

LBANS ANNUAL MEETING

The Library Boards Association of Nova Scotia (LBANS) held its annual meeting on May 3, 2003 at the Nova Scotia Provincial Library. The Executive for the coming year consists of: President, John Patterson (CEHRL); Vice-President, Janet Ness (AVRL); Executive Secretary and Director at Large, Gary Archibald (WCRL); Treasurer, Sara MacRae (CURL); Treasurer, Joe Walsh (ECRL); Past President, Betty Thomas (HRL); Directors, Mary MacLellan (PARL), Ivan Doncaster (CBRL) and Alan Wilson (SSRL). Following the meeting, attendees had a tour of the Provincial Library facility.



**Back left to right: Gary Archibald, Alan Wilson, Ivan Doncaster
Front left to right: Mary MacLellan, John Patterson, Betty Thomas**

REFERENCE ON THE NET

Here are some more reference questions which were referred to the Provincial Library by the Regional Public Libraries and answered with help from resources found on the Internet.

Q. The patron wants information about the Austin mini car.

A. *Autodirectory.com* at <http://www.autodirectory.com/> is a good place to search for all kinds of automobile information. Enter *austin mini* in the search box and browse the resulting links for sites with relevant information.

Q. The patron wants a copy of the Department of Fisheries and Oceans *Guidelines for the use of explosives in or near Canadian fishery waters*.

A. The Fisheries and Oceans Canada website at http://www.dfo-mpo.gc.ca/home-accueil_e.htm has a link to its *Reports and Publications* on the left side of the site. The full text of this publication can be found in the *Canadian Waters - Habitat Management* section. It can also be found by clicking on the *Library* link to search *Waves*, the catalogue of the Fisheries and Oceans libraries at <http://inter01.dfo-mpo.gc.ca/wavesdocs/en/> although the URL given in the catalogue record for this report didn't work at the time it was found.

LINKed

The 18th of May is International Museum Day, an event which has been celebrated worldwide since 1977. There is a page at <http://icom.museum/imd.html> on the web site of the *International Council of Museums* <http://icom.museum/> where information on the theme for this year and past years can be found. Here are some web sites that act as gateways or directories to museums around the world.

The Virtual Library museums pages, a distributed directory of on-line museums at <http://icom.museum/vlmp/>, is produced by Jonathan Bowen. Links to museum sites are arranged by country.

The Virtual Museum of Canada at <http://www.museevirtuel.ca/> is a bilingual site produced by the Canadian Heritage Information Network in collaboration with museums across Canada. On the main page click on *Museums & Events* to get to the *Find a Museum* section. Here you can click on a map of Canada for a listing of museums in a particular location, get a listing of museums by broad topic or search for one by name or keyword.

Museumland.com: The WW Portal to Museums and Cultural Heritage at <http://www.museumland.com/index.html> has over 7000 links to resources in more than 114 nations. It is produced by ABIS Multimedia - Italy and Multimedialand Ltd. UK. At the search page you can search by geographical location and category, and there is an advanced search for more specific searches.

Cornucopia : Discovering UK Collections at <http://www.cornucopia.org.uk/> was developed by Resource: The Council for Museums, Archives and Libraries. It is a searchable database of museum collections throughout the United Kingdom. There is a *Quicksearch* where you can search by keyword or phrase. There is also an *Advanced Search* where you can search by theme, date and location, or any combination of these. At the time this site was checked, the advanced search wasn't working.

Web sites which were featured in previous *Linked* columns are arranged by subject category on the Reference Services page of the Provincial Library web site at <http://www.library.ns.ca/services/reference/index.htm>. If you have any suggestions about future topics for this column please contact Carol Morris at morrisc@gov.ns.ca.

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The Disseminator is an electronic newsletter from the Nova Scotia Provincial Library, 3770 Kempt Road, Halifax, Nova Scotia, B3K 4X8. TEL (902) 424-2457; FAX (902) 424-0633

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